



RECRUITING DEPARTMENT  
[employment@jlodge.com](mailto:employment@jlodge.com)

To Our Valued Supporters,

Please find a document enclosed that details the questions submitted to J.Lodge prior to our 18 February 2010 conference call. Please share this correspondence with any relevant parties in the DRS community. J.Lodge hopes you will find this information helpful in determining if employment with our company would be suitable for your consumers.

If you have any additional questions, please do not hesitate to contact our Recruiting Manager, Pat Hillegass. She can be reached at [phillegass@jlodge.com](mailto:phillegass@jlodge.com) or (239) 243-9495.

Thank you again for your continued support. J.Lodge is extremely thankful for your participation and looks forward to working with your organizations.

Warm Regards,

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The following questions were submitted by VRCs throughout the country and the answers were covered on our 18 February 2010 conference call. We have separated the questions in sections based on their subject matter.

### **Application Process Questions**

#### **Where do you recruit employees/workforce from?**

J.Lodge recruits employees for our virtual positions solely through Vocational Rehabilitation Counselors. This is a new practice adopted as of January 2010.

#### **Does the computer that an applicant is applying on also need to meet the Technical Requirements of the job, since some of our job seekers would be eligible to receive this equipment through VESID when hired?**

The computer the applicant applies on does **not** have to meet the minimum requirements. The online application is a web-hosted application therefore the candidate only needs access to the Internet to complete it. Candidates will need to have equipment that meets the minimum standards prior to beginning training.

#### **Please review the new referral/application process.**

As of January 2010, J.Lodge will only recruit through VRCs. We will provide a confidential application link to VRCs who have consumers interested in applying. We are not publishing this link to the general public. Once an application is submitted, J.Lodge will review the application and if the candidate qualifies, we will follow up to schedule a first interview. If the candidate does not qualify, they will be notified through an application decline letter.

The application asks the candidate to list his or her VRC. We request that the applicant provides this information so we are able to keep you informed of your consumer's status during the process.

### **Requirement Questions**

#### **Quality Assurance position - the announcement says you have to have good interpersonal skills. Does the position require interaction with customers or is it just listening to tapes and checking off the list?**

All of our positions require strong interpersonal skills. Regardless of the position, employees of J.Lodge interface with clients on a regular basis.



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**Which positions are accessible by individuals who use screen magnification or screen readers? For individuals who use screen magnification, what have you found to be the largest level of magnification that will work with the screens which need to be read?**

Currently, the only positions J.Lodge can offer to candidates who use screen readers is the Emergency Contact Specialist position in the National Emergency Contact Center (NECC). In our Call Monitoring and Call Center positions, employees are required to access our clients' databases, which are not screen reader compatible. The positions in NECC require employees to access J.Lodge databases ONLY. J.Lodge's databases are screen reader compatible.

Some J.Lodge employees do use screen magnifiers during their workday. The magnification setting for standard computer text should be sufficient.

**How do you determine that the home computer meets your minimum qualifications?**

The candidate is provided a list of minimum technical requirements both while filling out the application and during the interview process. After the employee is offered employment, our IT staff performs a "WinAudit" on the candidate's system to ensure his or her computer meets the requirements. The WinAudit is conducted through email and is a simple scan that is run on the computer. The candidate will have to open the zip file attached to the email received from IT and then provide IT with the results via email.

If minimum requirements are not found during the WinAudit, the candidate is given the opportunity to upgrade equipment prior to training. The offer of employment is contingent upon the candidate's compliance with these requirements.

**Describe any equipment/fees your employees are responsible for.**

The equipment required for employment at J.Lodge:

- Personal Computer (must be a PC, no Macintosh or Netbooks)
- Cable Internet
- Microsoft Office Suite (03/07) any version
- Headset with microphone

Employees are not responsible for any fees.

**Will J.Lodge provide any of the technology required from the potential employee or is this the potential employees responsibility.**

Employees are required to have a personal computer, headset, cable Internet and some computer software (Microsoft Office Suite). J.Lodge will provide the programs required for daily job functions including computer security software, database access, and email accounts.



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## **Interview Process Questions**

### **Will J. Lodge assess potential employees or will DRS be responsible the assessments?**

We ask that VRCs conduct pre-screening of candidates for essential job requirements and adaptability to a work-at-home situation. J.Lodge then conducts a three-part interview with the candidate.

### **Please review the interview and assessment process. Is it a phone interview? Online testing for computer skills and typing and technical knowledge?**

Candidates participate in a three-part interview process:

- Phase I: Application is reviewed and if accepted, candidate is contacted. A J.Lodge Recruiting Specialist reviews technical requirements, provides the Prospective Employee Packet to the candidate via email, and schedules the first interview
- Phase II: Candidate participates in a phone interview with a member of the J.Lodge Recruiting Department. This interview attempts to determine if the candidate will fit within the J.Lodge culture and if the candidate will adapt well to a work-at-home situation. A technical assessment is administered to determine candidate's knowledge.
- Phase III: When a position opens up within one of our divisions, candidates are scheduled for an interview with the Team Lead (manager) of the team with the requisition.

All interviews take place over the phone in the virtual environment. Candidates are not required to visit our corporate office. Typing and written skills are assessed during the application process.

### **Post-employment follow-up services. If someone doesn't pass the interview, would the interviewer tell them why, and if they don't pass the written test, would they be told what they need to improve on to be able to pass and how soon they could retake the test?**

J.Lodge does not reveal information to the candidate as to why he or she was not suited for employment with the company. J.Lodge can provide VRCs information about common reasons for decline.

## **Training Questions**

### **How much do you charge for training and what is the payment schedule?**

J.Lodge does not currently charge for training, although we recently began efforts to establish partnerships with DRS at the state level. We welcome any information or contacts you may have who could assist J.Lodge in establishing such a partnership. J.Lodge hopes to obtain some on the job training funds to offset the cost of bringing candidates on board. If we are able to offset the cost of training, we will be able to bring candidates on board at a more rapid rate.

If you have any information that would be helpful, please send to [phillegass@jlodge.com](mailto:phillegass@jlodge.com)



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**What is the amount of training the employee receives?**

J.Lodge employees participate in approximately three weeks of training. Some training, such as training for highly technical accounts, will take anywhere from three to five weeks. The training involves all of the following:

- J.Lodge Policies and Procedures
- J.Lodge Application Usage
- Account Specifications
- 911 Stress Management Training (Emergency Contact Specialist Position)

Additionally, J.Lodge employees participate in 1-2 hours per week of recursive training on an ongoing basis.

**You have indicated that there is a training period. Is this paid/nonpaid?**

All J.Lodge training is paid training. Trainees earn a rate of \$8.00/hour

**Do you implement a “train then hire” model, or a “hire then train” model?**

J.Lodge practices a hire then train model. All candidates who participate in training have been offered an official position with J.Lodge in a full employment capacity (we do not offer contract work).

**Is all training done remotely? Does employee ever travel to your home site?**

All training is conducted in a virtual environment. Employees participate in training through a series of live webinars and teleconferences. Employees are never required to travel to our corporate office.

**Do the applicants have to have knowledge of specific computer software/programs?**

We seek candidates who have knowledge of computer programs such as:

- Internet Usage
- Microsoft Office Suite Programs (Word, Excel, Powerpoint)
- Live Messenger Programs (AIM, Windows Messenger)

**Is the typing speed for all of the job types 35 WPM?**

We ask that candidates have a typing speed of 35 WPM. If candidates are incapable of working towards this goal, we allow the use of Dragon Speak.



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## **Current Employee Base Questions**

### **What is the average length of job retention for your employees?**

Our turnover is minimal, averaging less than 6% (excluding our employees who leave us due to changes in their health status). We have recently doubled our employee base, and of course that means that the average length of employee service as we look at the employee base is decreased with the new employees. Our current average length of service is 1.66 years. This includes those employees hired within the last six months.

If we exclude those hired within the last six months, we see an average of 2.1 years of service with our staff. Considering we have experienced steady growth over the last two years, this is a statistic we are proud of.

### **Describe your companies employee base in general terms (100% of employees have disabilities, employees residing in "X" states, etc)**

90% of our employees have disabilities.

We currently have employees residing in 27 states including:

Alabama, Arizona, California, Colorado, Connecticut, Florida, Georgia, Idaho, Indiana, Kentucky, Louisiana, Massachusetts, Maine, Michigan, Minnesota, North Carolina, New Jersey, New Mexico, New York, Ohio, Pennsylvania, Tennessee, Texas, Virginia, Washington and Wisconsin.

We are currently in the process of opening in all fifty states so we are able to offer employment nationwide.

### **Do you withhold taxes (state and federal) and employer required contributions such as worker's comp, FICA?**

We process our payroll through Paychex and all required contributions and taxes are withheld. Employees are all covered under our Workers Compensation policy through Hartford.

## **Vocational Rehabilitation Role Questions**

### **Role of Vocational Rehabilitation (please confirm J.Lodge expectations):**

- Pre-screening of candidates and referral of qualified candidates.
- Identify needs for reasonable accommodations and provide technical assistance and consultation.
- Is J.Lodge interested in any tax incentives?

Pre-Screening: We ask that VRCs conduct pre-screening of candidates for essential job requirements and adaptability to a work-at-home situation. J.Lodge then conducts a three-part interview with the candidate.

Reasonable Accommodations: J.Lodge offers our employees a lot of flexibility in their work environment. We offer split shifting for those who cannot work for an extended period of time and leniency with leave of absences.



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Technical assistance will be provided for programs that J.Lodge requires for day-to-day operations. Technical assistance will not be provided for outdated and/or poorly operating computers.

**Tax Incentives:** J.Lodge is interested in state level tax incentives. Any information you can provide about how we can become eligible would be greatly appreciated. Information can be forwarded to [kmschrider@jlodge.com](mailto:kmschrider@jlodge.com)

**What State VR programs have you worked with in the past?**

We have worked with VR Programs in all of the states that we have employees in including:

Alabama, Arizona, California, Colorado, Connecticut, Florida, Georgia, Idaho, Indiana, Kentucky, Louisiana, Massachusetts, Maine, Michigan, Minnesota, North Carolina, New Jersey, New Mexico, New York, Ohio, Pennsylvania, Tennessee, Texas, Virginia, Washington and Wisconsin.

**What State VR programs do you currently have a good working relationship with?**

We have had positive experiences with all VR Organizations that we have worked with.

**Additional Questions**

**Can consumers set their own schedules or do you have specific hours set?**

J.Lodge employees are expected to work four-hour shifts; Monday-Friday between the hours of 8AM-5PM EST. Split shifting is available for those with an applicable need.

**How many hours can an employee work?**

All virtual employees start in a part-time position, working approximately twenty (20) hours per week. Employees have the opportunity to move to full time employment if desired, although the opportunity depends on availability.

**Are there different pay scales for different jobs?**

Each candidate that is offered a position with J.Lodge starts at our entry-level rate of \$8.04/hour. Employees have the opportunity to increase their pay rate with performance and length of employment with the company.

It is important to note that the majority of our management also works in the virtual environment, and most of these managers have been promoted from the entry level positions.



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**It appears that these are part-time positions; therefore I am assuming there are no benefits, correct?**

J.Lodge does not currently offer benefits to part-time employees. If an employee opts to move to full time, benefits are available.

**Do you pay a wage commensurate with prevailing wage for similar work performed in other companies? Do you ever pay a subminimum wage?**

The wages offered for this type of work are competitive for similar work. J.Lodge NEVER pays subminimum wage.

**Is the employee considered an employee of your company or a subcontracted entity (for example, do they receive a W2 or a 1099 tax form)?**

All employees are considered employees of J.Lodge. All positions within the company are considered part or full time permanent as long as J.Lodge remains in contract with the client we are providing services for. J.Lodge does not offer contract positions.

**We have individuals who applied back in September who were not TTW holders, and who were on hold as a result. Are their applications still in the system or do they need to reapply?**

It is hard to tell where the candidate was at in the process when they were notified about the TTW program. If you can provide the names of candidates to Pat Hillegass at [phillegass@jlodge.com](mailto:phillegass@jlodge.com) we will attempt to locate these candidates in the system. If we do not have a completed application on file, we will ask that the candidate re-submit an application.

**If consumers (VESID) gets hired and needs computer equipment and the time to obtain the computer may take weeks, is J.Lodge willing to work with the consumer (hold a position) until the consumer receives the equipment?**

Our Recruiting Department attempts to give our candidates as much lead-time as we can before they have to begin training. Unfortunately, we are at the mercy of our clients, and often positions are added quickly.

One purpose of having our candidate pool is to allow Recruiting to identify candidates that need updates and/or equipment prior to hiring. If a requisition comes in that needs to be filled very quickly, we will pull candidates that do not need updates rather than pulling a candidate that might need to be placed back in the pool because they could not get the equipment prior to the start date.

**How much lag time is there between a hiring decision and the beginning of training to provide consumers with up-to-date equipment?**

This varies from account to account, but we attempt to give the candidate 2-3 weeks notice.





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**If a contract that a person is working on ends, will they be referred to another contract? What will happen?**

All of J.Lodge contracts are long-term contracts. If we lose one of those contracts, that is lost business for J.Lodge. Placement in another contract depends on the need at the time.

**Who is our primary contact to follow up on specific applicants?**

The primary point of contact is our Recruiting Manager, Pat Hillegass. She can be reached at [phillegass@jlodge.com](mailto:phillegass@jlodge.com) or at (239) 243-9495